

Employee Performance Standards

EMPLOYEE PERFORMANCE STANDARDS

The following standards must be addressed. Information under For Example: is intended to assist the supervisor in addressing individual employee performance.

Customer Service

This describes how well the employee works with internal and external customers to achieve desired results and maintain positive relationships.

For Example: Responds to customers expectations within parameters of the department's mission and goals. Communicates positively with internal and external customers. Handles problems professionally, efficiently, timely, and creatively. Keeps internal and external customers and supervisors informed of project status and possible controversial issues or situations. Provides consultation or technical assistance to others. Looks for opportunities to provide better service. Takes pride in service provided.

Comments:

Interpersonal Skills

This describes how well the employee establishes and maintains effective work relationships. Demonstrates good communication and listening skills.

For Example: Shows support and respect for others. Willingly participates in work group activities. Demonstrates good communication and listening skills. Resolves conflict situations promptly and appropriately while remaining open to discussion. Accepts feedback and coaching as means of developing skills. Seeks others' opinion when necessary. Uses clear and understandable language in presenting information, both orally and in writing. Ensures the communication medium is appropriate for the message and is professional and appropriate. Models good work ethics and practices.

Comments:

Dependability

This describes how well the employee completes assigned work in a timely manner. The employee meets attendance requirements.

For Example: Meets and follows through with job expectations, goals, and commitments in a timely manner. Takes personal responsibility for actions and performance. Requests leave in advance, ensures coverage, and meets attendance/punctuality requirements.

Comments:

Quality

This describes the employee's work in terms of consistency, thoroughness, and accuracy.

For Example: Ensures work product/service is reliable, thorough, meets user needs, and is aligned with department mission and values. Considers aspects and consequences before taking action. Completes work accurately and thoroughly. Demonstrates commitment to quality; continuously looks for improvements, participates in team, self, and department quality improvement opportunities.

Comments:

Productivity

This describes how the employee manages and completes workload expectations and demonstrates the knowledge and skills needed to do the job.

For Example: Demonstrates the knowledge and skills needed to do the job. Can work independently or with others. Completes tasks and manages time well. Prioritizes tasks to meet deadlines. Volunteers for additional work and willingly assumes new responsibilities. Anticipates problems and takes necessary corrective action to prevent or lessen problems. Manages a fair workload. Actively participates in the decision making process. Stays focused under pressure.

Comments:

Adaptability/Flexibility

This describes how well the employee adapts to change and is open to different and new ways of doing things.

For Example: Demonstrates capability to adapt to new, different, or changing work requirements or procedures. Is flexible and open-minded. Participates in change processes in a positive manner. Demonstrates a can-do attitude when faced with challenging situations or conflicts. Switches tactics and strategies when planned approaches do not work. Is willing to modify one's preferred way of doing things. Adapts communication and work style to the situation.

Comments:

Work Environment/Safety

This describes how well the employee promotes a respectful workplace and complies with general conditions of employment, EEO, security, and workplace safety policies.

For Example: Acts in accordance with a respectful workplace environment, free from harassment, discrimination, and violence. Maintains confidentiality of information as it pertains to fellow employees and workplace issues. Maintains documents, files and records (electronic and paper) in a secure and confidential manner. Complies with general conditions of employment, EEO, security, and workplace safety policies. Keeps the workplace clean, secure, and supports safety programs.

Comments: